



# RIVERTON PRIMARY SCHOOL

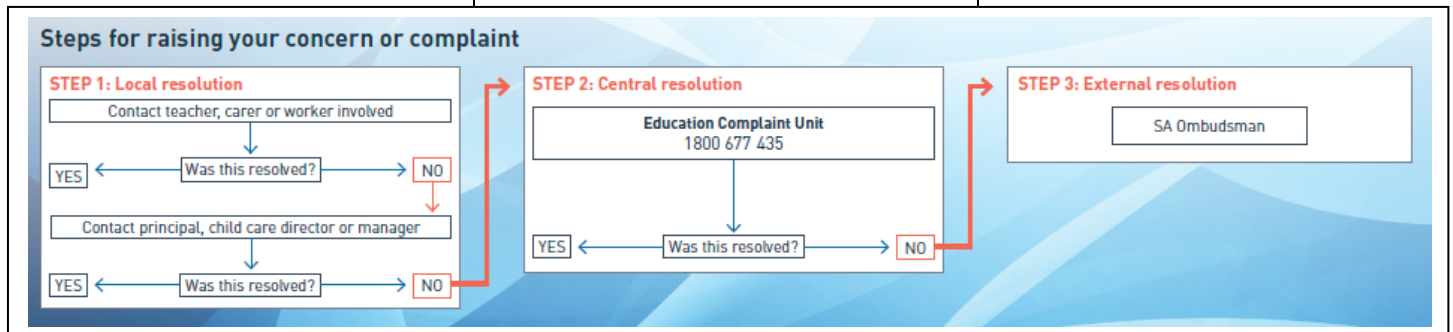
## Complaints Procedure

Good relationships within the school community give students a greater chance of developing, Caring, Responsible and Successful behaviour. However, in the case of a complaint, the following guidelines should be used.

### Principles of our policy:

- Everyone should be treated with respect.
- Meetings to discuss complaints will be suspended if any person(s) behave in an insulting or offensive manner.
- Complaints to be added to the yearly register.

STUDENT	PARENT(S)/CAREGIVER	TEACHERS
With a complaint	With a complaint	With a complaint
<p><b>STEPS:</b></p> <ol style="list-style-type: none"> <li>1. Talk to the person involved about your issue or concerns.</li> <li>2. Explain the grievance to a teacher, include who was involved, what you did and what you believe was unfair. You may bring someone with you for support.</li> <li>3. Decide on a plan of what will happen.</li> <li>4. If you feel the grievance has not been resolved respectfully let the teacher know that you will be speaking to someone else.</li> <li>5. Arrange to speak to the Principal or another trusted member of staff.</li> <li>6. Teachers or the Principal will arrange a meeting with the people involved to resolve the issue.</li> <li>7. The school's Behaviour Management and Anti-Bullying Policies may be required to be used.</li> <li>8. Students are encouraged to talk with their parents at any time they wish to during this process.</li> </ol>	<p><b>Note: Parents should not contact other student's parents over incidents that occur at school but refer the matter to the school for investigation.</b></p> <p><b>STEPS:</b></p> <ol style="list-style-type: none"> <li>1. Please do not enter school classrooms about a complaint without prior arrangement.</li> <li>2. Arrange a time to speak to the relevant teacher(s) about the problem.</li> <li>3. Let the teacher know what you consider to be the issue.</li> <li>4. Allow a reasonable timeframe for the issue to be addressed.</li> <li>5. If the complaint is not addressed arrange a time to speak with the Principal.</li> </ol> <p>If you have a grievance with the Principal, that has not been resolved at the site, and you are still dissatisfied, contact the Parent Complaint Unit of the Department for Education and Child Development 1800 677 435 (Freecall) or email <a href="mailto:DECD.EducationComplaint@sa.gov.au">DECD.EducationComplaint@sa.gov.au</a>.</p>	<p><b>STEPS:</b></p> <ol style="list-style-type: none"> <li>1. Arrange a mutually convenient time to talk with the person concerned. You may like to talk with a trusted colleague to clarify the issue first.</li> <li>2. Allow reasonable time for the issue to be addressed.</li> <li>3. If complaint is not resolved, speak to: <ul style="list-style-type: none"> <li>• Your Principal</li> <li>• A nominated complaint contact: <ul style="list-style-type: none"> <li>• OH&amp; Safety Rep</li> <li>• Union Rep</li> <li>• PAC member</li> </ul> </li> </ul> <p><i>Ask their support in addressing the complaint by:</i></p> <ul style="list-style-type: none"> <li>• Speaking to the person involved on your behalf</li> <li>• Monitoring the situation</li> <li>• Investigating your concern</li> <li>• Acting as mediator</li> </ul> <p>If you are still dissatisfied, contact the Parent Complaint Unit of the Department for Education and Child Development 1800 677 435 (Freecall) or email <a href="mailto:DECD.EducationComplaint@sa.gov.au">DECD.EducationComplaint@sa.gov.au</a>.</p> </li> </ol>



Policy ratified by staff	24/05/2017 and 01/05/2019	SA Ombudsman Toll free: 1800 182 150 Phone: 82268699 Email: <a href="mailto:ombudsman@ombudsman.sa.gov.au">ombudsman@ombudsman.sa.gov.au</a> <a href="http://www.ombudsman.sa.gov.au">www.ombudsman.sa.gov.au</a>
Endorsed by Governing Council	17/05/2017 and 25/03/2019	
Review date	Term 4, 2020	

